GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:1403
ANSWERED ON:10.03.2008
POSTAL INFORMATION SYSTEM
Patel Shri Kishanbhai Vestabhai;Sai Shri Nand Kumar;Singh Shri Sugrib

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government has set up Postal Information System in the country;

(b) if so, the salient features of the said system;

(c) the manner in which customers will utilize such system;

(d) the extent to which workforce has been trained to make success of Postal Information System in the country; and

(e) the extent to which Department of Posts will be able to compete with private couriers in the country;

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) No, Sir. The Department has not set up any specific Postal Information System in the country. However, the Department provides all Postal Information through its website www. Indiapost.gov.in. Further, one toll free number has been activated in Uttarakhand Postal Circle that provides information and registers verbal complaints of the customer pertaining to Uttarakhand Circle. Traditionally, the Department has been providing information to its customers visiting post office through information display boards placed in public halls of post offices showing business hours, rates and types of services available at the post office.

(b) The website informs about the organization of the Department, new initiatives, its mission and vision. Customer can know about various products and services, postage calculation, pin-code search, facilities such as track and trace of speed post articles. Facility of Online registration of complaints by the customers is provided at the website. The information about tenders floated by the Department is also provided on the website. In case of toll free number at Uttarakhand Circle, enquiries from the customers are handled on phone.

(c) The information available at the website can be accessed by any member of public having access to Internet. The postal information can be gathered by clicking on the respective items. In case of toll free number installed in Uttarakhand Circle all the verbal complaints are accepted from the customers and information about the postal system is provided to the inquiring customer.

(d) The website is being maintained and updated by the Department`s software development centre at Mysore. 3 trained persons maintain and update the website on a regular basis. For the toll free number currently running at Uttarakhand Circle one officer and 4 Postal Assistants have been trained.

(e) The Department is seized of the competition offered by the Couriers. Hence, in the last few years the Department has introduced new products and services like Direct Post, Logistic Post, Bill Mail service etc., in addition to existing Express Parcel Post and Speed Post. The revenue earned by the Department from these premium products in the past three years has been constantly increasing. In the year 2006-07, the revenue from the premium services stood at Rs. 1509.46 crores. Moreover, the Department is reorganizing and streamlining mail operations to ensure speed and quality of service to meet the competition.